

Position Title: Protection Officer

Organization: Charity Fund “Voice of Generations”

Number of Positions: 3 (Odesa, Mykolaiv, Kherson)

Reports to: Program Manager (technical reporting to M&E Manager)

Duty Station: Respective city of assignment (Odesa, Mykolaiv, or Kherson)

Contract Duration: 6 months (with possible extension depending on funding)

Position Summary:

The Protection Officer is a key field-based position responsible for ensuring the delivery of quality protection services to vulnerable conflict-affected populations in their assigned oblast. They will serve as the first point of contact for beneficiaries seeking psychosocial, legal, and other protection-related assistance. Working closely with the Program Manager, M&E Manager, legal advisors, and PSS specialists, Protection Officers will identify and register beneficiaries, coordinate referral pathways, and maintain accurate records for both internal and external reporting. They will also participate in inter-agency Protection Cluster coordination and reporting activities in their respective regions.

Key Responsibilities:

Beneficiary Support and Registration:

- Identify, engage, and register vulnerable individuals (including IDPs, persons with disabilities, elderly, women, and children) in need of legal or psychosocial support.
- Introduce registered beneficiaries to the relevant PSS specialist and/or legal advisor based on individual needs.
- Maintain accurate, confidential, and up-to-date records of beneficiaries and services provided.

Coordination and Case Management:

- Organize and coordinate appointments for individual and group PSS sessions or legal consultations.
- Ensure that all referred cases receive timely and appropriate follow-up.
- Participate in weekly coordination meetings with programming and M&E teams to track progress and case resolution.

Protection Cluster and External Representation:

- Actively participate in local Protection Cluster coordination meetings in their assigned oblast.
- Shares protection trends, risks, and needs assessments with the Cluster and contribute to joint planning and advocacy.
- Prepare and submit relevant reports to the Protection Cluster and internally to the Program Manager.

Monitoring, Reporting, and Documentation:

- Support the M&E team in collecting data and beneficiary feedback to inform project design and improvements.
- Assist in preparing protection-related sections of donor reports, including statistics, case summaries, and visual materials.
- Ensure all reporting is sensitive to confidentiality, data protection, and ethical considerations.

Capacity Building and Ethical Conduct:

- Maintain a survivor-centered, non-discriminatory, and conflict-sensitive approach when interacting with beneficiaries.
- Ensure strict adherence to protection principles, including confidentiality, dignity, safety, and informed consent.
- Support awareness-raising activities and training sessions within the community, as needed.

Qualifications and Experience:

- University degree in Social Work, Psychology, Law, or related field.
- Minimum 2 years of field experience in protection or humanitarian programs, preferably with vulnerable populations.
- Understanding of protection principles, referral pathways, and survivor-centered approaches.
- Strong interpersonal and communication skills; ability to work respectfully and sensitively with at-risk individuals.
- Experience working with or participating in inter-agency coordination mechanisms, including Protection Clusters.
- Computer proficiency (Excel, Word, data entry systems).
- Fluency in Ukrainian is required; English is asset.